



HEALTHMILES

EARNING MILES: ALTERNATIVE FOR MEMBERS WITH MEDICAL CONDITIONS OR DISABILITIES

Virgin HealthMiles recognizes that it may be difficult for some members to fully participate and earn Miles in the HealthMiles program due to medical conditions or disabilities. To ensure all members have equal opportunity to earn Miles and benefit from the program, we provide members with a reasonable alternative to earn the minimum standard of Miles for one of two conditions.

- Members who are unable to achieve ideal results due to a current or chronic medical condition
- Members who are unable to take measurements and / or track their activity because of a disability

This alternative complies with both ADA (Americans with Disabilities Act) and HIPAA (Health Insurance Portability and Accountability Act) guidelines.

PROCESS

For members with one or both of the conditions above, they will complete the process below to ensure they receive the appropriate number of Miles for their participation in the program.

- The member submits an email request to the Virgin HealthMiles call center via the Contact Us page of www.virginhealthmiles.com or through their LifeZone account.
- The call center emails to the member the details of the ADA or HIPAA medical conditions that qualify for the Miles earning alternative so that the member can fully understand whether they are eligible for this alternative.
- If the member is eligible, (s)he responds by saying that (s)he meets one of the conditions and the call center will then ensure the member understands the requirements for each condition (the call center does not need to decide whether the member is eligible).
- The call center then emails a form to the member to have his / her physician complete.
- The member's physician completes the form and the member then faxes it back to the Virgin HealthMiles call center.
- Once the call center operator has received the physician completed form back from the member, the call center operator inputs the rules for the Miles alternative into the member's profile. The operator also sends an email to the member that includes the rules for self-entering data / using the HealthZone and explains that the updated Miles allocation will take 24 hours to reflect in the member's account.

Each case is handled on an individual basis and all members are ensured that their information is kept confidential.



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Members unable to achieve ideal results because of a medical condition will receive the following Miles for measurements or activity impacted by their condition:

BLOOD PRESSURE

- Once each calendar month, no matter the value, 150 achievement Miles will be allocated if a member takes a blood pressure reading on the HealthZone or 50 achievement Miles will be allocated if a member self-enters their blood pressure in the LifeZone website

BODY MASS INDEX

- Once each calendar month, no matter the BMI value, 150 achievement Miles will be allocated if a member takes a weight reading on the HealthZone or 50 achievement Miles will be allocated if a member self-enters their weight in the LifeZone website

BODY FAT

- Once each calendar month, no matter the value, 150 achievement Miles will be allocated if a member takes a body fat reading on the HealthZone or 50 achievement Miles will be allocated if a member self-enters their body fat in the LifeZone website

ACTIVITY

- Once per day when a member self-enters an activity through the Activity Journal in the LifeZone website or the HZ logbook, 60 Miles will be allocated. This will show in the members Monthly Statement as "GoZone 7,000 – 12,000 steps per day".

Members unable to take measurements and/or track physical activity because of a disability will receive the following Miles for measurements or activity impacted by their disability:

TAKING HEALTH MEASUREMENTS

- Once each calendar month **self enters** their weight, body fat and blood pressure together in the LifeZone website, 200 measurement Miles will be allocated.

BLOOD PRESSURE

- Once each calendar month, when a member **self enters** a blood pressure reading, they will be able to earn 150 achievement Miles for Ideal or Improved results.

BODY MASS INDEX

- Once each calendar month, when a member **self enters** their weight reading, they will be able to earn 150 achievement Miles for Ideal or Improved results.

BODY FAT

- Once each calendar month, when a member **self enters** a body fat reading, they will be able to earn 150 achievement Miles for Ideal or Improved results.

ACTIVITY

- Once per day when a member self logs an activity through the Activity Journal in the LifeZone website or the HZ logbook, 60 Miles will be allocated. This will show in the members Monthly Statement as "GoZone 7,000 – 12,000 steps per day".